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Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive  
Irving, Texas 75038  
MailCode HQE03H14  
Phone: 972/718-4800  
Fax: 972/718-3946  
E mail:  
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
Examiner: Hector A. AGDEPPA Sr. Paralegal – Intellectual Property  
Group Art Unit: 2642

Fax: 703-872-9306

Pages  
with 25  
Cover:


FORMAL SUBMISSION OF:

- 1) Amendment Transmittal;; and 2) Amendment After Final.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING  
Serial No. 09/692,926  
Filing Date: October 20, 2000  
First Named Inventor: Douglas J. COWELL  
Atty. No. 00-5019

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

  
Christian R. Andersen

Date of Transmission: October 18, 2004

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PATENT  
Attorney Docket No. 00-5019

### IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	)	
Douglas J. COWELL et al.	)	Group Art Unit: 2642
	)	
Application No.: 09/692,926	)	Examiner: Agdeppa, Hector A
	)	
Filed: October 20, 2000	)	Confirmation No.: 8386
	)	
For: METHOD AND SYSTEM FOR	)	
CALL CENTER SCREENING	)	

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

#### TRANSMITTAL LETTER

Enclosed is a reply to the Office Action mailed July 19, 2004. The items checked below are appropriate:

The claims are calculated below:

	Claims Remaining After Amendment		Highest Number Previously Paid	Present Extra	Rate	Additional Fee
Total	46	-	46	0	x \$ 18	\$ 0
Indep.	3	-	3	0	x \$ 86	0
<input type="checkbox"/> First Presentation of Multiple Dep. Claim(s)					+\$290	
Subtotal						\$ 0
Reduction by ½ if small entity						-
TOTAL						\$ 0

Attorney Docket No. 00-5019

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 07-2339.

Dated: October 18, 2004

By: \_\_\_\_\_

Joel Wall

Reg. No. 25,648

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**RESPONSE UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE REQUESTED  
EXAMINING GROUP 2642**

**PATENT**

**Attorney Docket No. 00-5019**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Douglas J. COWELL et al.

Application No.: 09/692,926

Filed: October 20, 2000

For: METHOD AND SYSTEM FOR  
CALL CENTER SCREENING

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)

**Mail Stop AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AFTER FINAL**

In reply to the Final Office Action mailed July 19, 2004, the period for response which extends through October 19, 2004, and pursuant to 37 C.F.R. § 1.116, Applicants propose that this application be amended as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks/Arguments** follow the amendment section of this paper.

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